DEPARTMENT OF THE NAVY
THEATER NETWORK OPERATIONS & SECURITY CENTER (TNOSC)
NAPLES, ITALY
PSC 822 BOX 1000
FPO AE 09621-7000

23 August 2006

From: Director, Theater Network Operations and Security Center (TNOSC), Naples, Italy

To: All Customers

Subj: REQUIREMENTS PROCESSING

Encl: (1) EUTNOSC Form 3215 – C4 Systems Requirements Document (CSRD)
(2) EUTNOSC Requirements Processing Flow Chart
(3) Change Management Request Form

1. Purpose.

To establish a defined requirements management process for NCTS NAPLES TNOSC and promulgate the largest dissemination of new business fundamentals that are being provided to the customer.

2. Definitions.

See Appendix 1

3. Background.

The communications and information systems requirements process enables requesting organizations (customers) to obtain new communications and information capabilities, with the assistance of their Store Front Manager and the TNOSC Project Management Office (PMO). This process may also be used to document communications and information systems sustainment requirements. The process starts when the customer identifies a mission need and requests PMO assistance with defining the requirement and developing a technical solution for that need.

4. Overview.

a. The requesting organization identifies a mission need and determines if a nonmaterial solution will satisfy the need. Requirements arise from a deficiency in an existing operational capability, a need for a new capability, or an opportunity to replace or modernize an existing system with improved technology when operationally and economically practical. The customer should determine if possible nonmaterial solutions could result from changes in doctrine, operational concepts, tactics, training, or organization. At the same time, the customer must also examine affected business processes to determine if process improvement or

redesign results in a nonmaterial solution. If customers cannot satisfy the need with a nonmaterial solution, they document their requirement and consult their Store Front Manager to help define the requirements and obtain a technical solution through TNOSC PMO. IT and mission planners, customers, and support users must use strategy-to-task methodologies and modernization planning processes to link IT investments to mission essential task.

b. Prior to information technology investments, customers must review opportunities to incorporate related best practices; process redesign; and competitive sourcing and privatization opportunities. Document these actions to ensure process improvements and contracting resources are explored prior to IT investments. When processes are reengineered, process owners must ensure these processes are incorporated into the affected operational architectures.

c. There may be times when the requester alters the requirements document. If this occurs after the PMO has provided the technical solution, the requester has approved the solution, or the resources have been approved, further review is necessary. If the alteration results in an increase in the cost of the requirement by 20 percent or it impacts architectural and interoperability standards, the requirement must be re-approved by the customer and funding activity.

d. The technical solution summarizes the full costs and recommended course of action to satisfy the customer's need. Full costs encompass all program costs, but may include all information system life-cycle costs.
The technical solution minimizes waste by improving the customer's productivity, efficiency, and effectiveness of operations; describes alternatives considered, if applicable, and includes any supporting information; considers compliance with operational, technical, and systems architectures, as well as a review by applicable collateral activities; provides more than the hardware and software required to satisfy the need. The PMO must provide the requester with sufficient information from which to make a decision whether to implement and expend resources. This information may include recommendations about the acquisition and sustainment of the hardware and software. When applicable, the customer compares commercial, lease, and purchase costs for the hardware, the need for contractual or government services to operate and maintain the system, and supplies and training for operations and maintenance. The requirement and the needs of the requester determine the methodologies the PMO uses and the level of detail. Involvement of financial personnel when developing solutions that involve the procurement of equipment, software, or services ensures the provisions of Federal Acquisition Regulations (FAR) are met.

e. All technical solution developers must ensure that communications and information systems configurations properly integrate with local, Navy, and DoD architectures.

f. Technical solution developers must forward all technical solutions utilizing COMSEC/INFOSEC equipment to the appropriate Information Assurance office for technical guidance and direction.

g. If the technical solution recommends a communications and information system that involves the transmission or receipt of electromagnetic energy, the PMO must contact the frequency manager for guidance. The PMO, with assistance from the frequency manager, will ensure recommended communications and information systems are compatible with existing equipment and will not negatively impact the frequency spectrum. In addition, customers must know where they will geographically deploy and use their systems. Customers must incorporate communications and information support requirements into affected planning documents. Use of all systems that deploy outside of the CONUS are restricted by host countries and must receive permission to operate under host nation approval procedures. During peacetime and contingencies, host nations have, in the past, and will, forbid the use of systems that may interfere with their indigenous communications systems or for other reasons are not welcome.

h. Implementation begins when the requester obtains funds and other resources. The requester may ask for PMO assistance to implement the requirement. The PMO will develop an implementation plan with the concurrence of the requester. When developing an acquisition strategy, the PMO and requesters should ensure their servicing contracting officers consider the rapidly changing nature of information technology through market research and the application of technology refreshment techniques. Reduce program risk by using modular contracting, as outlined in FAR 39.

5. Process.

a. The customer defines the scope of their requirement(s) in coordination with their assigned Store Front Manager. Coordination with the Store Front Manager will ensure that the request for support is validated.

b. The customer completes the EUTNOSC Form 3215 (see enclosure 1). Additional documents (i.e. floor diagrams, cable infrastructure topology, recommended technical solution, etc.) may accompany this form. Any additional or support information provided to the PMO in the beginning stages of requirements processing will expedite the overall process.

c. IAW enclosure (2), NCTS TNOSC will process the requirements package and meet with the point of contact identified on the EUTNOSC Form 3215 if necessary. Should the PMO office determine that the customer's requirements are outside the scope of standard business capabilities, the PMO and customer will complete the OCONUS Navy Enterprise Network (ONE-NET) Request For

Change (RFC) document. (See enclosure 3). RFC documents will be forwarded through appropriate channels for consideration and implementation.

Mark F Bibeau
LCDR USN

Appendix 1. Definitions

Communications and Information System – An integrated combination of doctrine, procedures, organizational structures, personnel, equipment, facilities, and communications designed to support a Commander's exercise of command and control through all operational phases; includes visual information support systems.

Communications and Information Systems Requirement—Identifies a communication and information systems mission shortfall or system need to the PMO. Arises when an organization cannot accomplish its current or new mission; can increase operational efficiency or cut operational costs by using advances in technologies; or can modernize an existing communications and information system by applying modern technology to satisfy evolving communications and information systems requirements, improve mission performance, increase security, and reduce current or future operation and support costs.

Service Desk – Division within the TNOSC that supports all existing hardware, software, and network trouble calls. The Service Desk will provide not only over the phone and remote access support, but will forward requests for approved minor user/system changes to the appropriate Division in the TNOSC for action.

Information Resource Management—The planning, budgeting, organizing, directing, training, promoting, controlling, and management activities associated with the burden, collection, creation, use, and dissemination of information.

Information system—A discrete set of information resources organized for the collection, processing, maintenance, transmission, and dissemination of information, in accordance with defined procedures, whether automated or manual.

Information Technology—Any equipment or interconnected system or subsystem of equipment, that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information by the executive agency; includes computers, ancillary equipment, software, firmware and similar procedures, services (including support services), and related resources.

Interoperability—The ability of systems, units, or forces to provide services to and accept services from other systems, units, or forces, and to use the services so exchanged to enable them to operate effectively together. The conditions achieved among communications-electronics systems or items of communications-electronics equipment when information or services can be exchanged directly and satisfactorily between them and/or their users. The degree of interoperability should be defined when referring to specific cases.

Modification—A temporary or permanent change to a system that is still being produced. The purpose of the modification is to correct deficiencies, improve reliability and maintainability, improve security, or to improve capabilities.

Nonmaterial Solution-Includes changes in doctrine, operational concepts, tactics, training, or organization.

Program Cost—The total of all expenditures, in any appropriation or fund, directly related to the automated information system definition, design, development, and deployment, and incurred from the beginning of the "Concept Exploration" phase through deployment at each separate site. For incremental and evolutionary program strategies, program cost includes all increments. Program cost does not include operations and maintenance costs incurred at an individual site after operational cut over of any increment at that site, even though other sites may exist that have not yet completed deployment.

Project – A project is defined as an undertaking requiring concerted effort, or a request for new service and/or support. Projects may require more than one TNOSC division to fulfill a customer's requirements. Typically, projects are established for, but are not limited to, new hardware, software, and/or service support. All projects are managed through the TNOSC Project Management Division.

Request For Change (RFC) – Change requirements to existing architecture, hardware, software, and/or service. RFCs may turn into a Project depending on the scope and nature of the requirement. In most cases, an RFC is processed through the Regional Change Manager to the ONE-Net Program Office of Space and Naval Warfare Program Executive Officer Enterprise Information Systems (SPAWAR PEO-EIS).

Risks—Types of risk may include schedule risk, risk of technical obsolescence, cost risk, risk implicit in a particular contract type, technical feasibility, dependencies between a new project and other projects or systems, the number of simultaneous high risk projects to be monitored, funding availability, and program management risk. (OMB Circular No. A-130)

Risk Management—1. Appropriate techniques should be applied to manage and mitigate risk during the acquisition of information technology. Techniques include, but are not limited to: prudent project management; use of modular contracting; thorough acquisition planning tied to budget planning by the program, finance and contracting offices; continuous collection and evaluation of risk-based assessment data; prototyping prior to implementation; post implementation reviews to determine actual project cost, benefits and returns; and focusing on risks and returns using quantifiable measures. (FAR 39)

2. Risk management is the process used by decision-makers to reduce or offset risk. The risk management process provides leaders and individuals a systematic mechanism to identify and choose the optimum course of action for any given situation. Risk management must become a fully integrated element of planning and executing an operation.

Requirements Process—This three-step process identifies communications and information systems requirements, develops a technical solution, and allocates resources.

System Security—1. A condition resulting from the timely application of system security management and engineering principles throughout all phases of a system's life cycle. It can be measured in terms of relative probability; i.e., that under a known set of circumstances (vulnerability versus countermeasures), the probability that acts of illicit interference against a system could achieve a specific objective without an effective preemptive response by the operating command.
2. Involves applying and managing computer security, communications security, and emanations security to protect communications and information resources from denial-of-service attacks. Security ensures the integrity of communications and information resources and prevents exploitation of sensitive information.

Technical Solution—This detailed description of the communications and information systems solution uses the base infrastructure and complies with downward-directed architectures and standards. It identifies recommended acquisition methods and strategies, estimates one-time and recurring costs, and identifies manpower impacts.

Video Teleconferencing (VTC)—A two-way electronic form of communications that permits two or more people in different locations to engage in face-to-face audio and visual communications for the purpose of conducting meetings, seminars, and conferences. A VTC system typically includes a telecommunications system; video compression equipment; and video, audio, and graphics components. DoD VTC equipment must conform to standards in the Corporation for Open Systems International VTC profile that incorporates international standards for VTC.

Command, Control, Communications, Computers C4 Systems Requirements Document (CSRD)	**DATE:**	**PMO CONTROL NUMBER**:

REQUIREMENTS TITLE:		**REQUESTING AGENCY POINT OF CONTACT** *(Name, Command, Office, Grade, Telephone):*
DATE NEEDED:	**MISSION OR COMMAND SUPPORTED**:	

REQUIREMENT(S):

JUSTIFICATION:

TECHNICAL SOLUTION AND COSTING

PMO'S PROPOSED SOLUTION/ALTERNATIVES:

TECHNICAL SOLUTION AUTHORITY

THIS SOLUTION MEETS ARCITECTUAL AND INTEROPERABILITY REQUIREMENTS *(Name, Command, Dept, Telephone)*:	**TECHNICAL REFERENCES USED:**

APPROVAL AUTHORITY WITH SIGNATURE

DEPARTMENT HEAD *(Name, Command, Dept):*		APPROVED
		DISAPPROVED
STORE-FRONT MANAGER/CiO *(Name, Command, Dept):*		FUNDS AVAILABLE
		UNFUNDED
		APPROVED
		DISAPPROVED
NCTS PMO REPRESENTATIVE *(Name, Grade, Telephone)*:		APPROVED/FUNDED
		APPROVED/UNFUNDED
		DISAPPROVED
NCTS PMO OFFICER *(Name, Grade, Telephone)*:		APPROVED
		VALIDATE

INSTRUCTIONS FOR COMPLETING NCTS FORM 3215

1. Date: Enter the date the form is prepared or submitted.

2. Project Management Office (PMO) Control Number: This is completed by the PMO. The number assigned will be retrieved from the NCTS Remedy Database.

3. Requirement Title: Include a title that briefly describes the requirement.

4. Date Needed: Enter the date the service is required.

5. Mission or System Supported: Identify the major C4 system or mission that the requirement relates to.

6. Requesting Agency Point of Contact: Identify who can knowledgeably discuss the requirement.

7. Requirement(s): State the need in functional terms. Tell what capabilities you need, do not just state what specific equipment you believe you require. If specific equipment is recommended, state why. The focus of the requirement should be on describing the capabilities you need. Identify any security handling requirements, and indicate when a secure capability is required. When necessary, include special requirements, such as accommodations for handicapped users, special operating conditions, manpower, training, and maintenance.

8. Justification: Tell why you need it. The justification may be useful after the technical solution is provided. It can help prioritize resource allocation and project implementation.

9. PMO's Proposed Solution/Alternatives: Completed by the PMO, possibly with assistance from others. May require additional pages.

10. Technical Solution Authority: Identify who certifies the solution meets architectural, security, accreditation, and interoperability standards. Additionally, identify what references were used. The PMO ensures completion, though other activities may certify.

11. Department Head: Departmental leadership must be aware of all C4 requests within his/her organization to ensure accountability of physical and logical assets as well as ensure departmental funds are being utilized in the best interest of the Command. The Department Head must validate the request (to include project funding identification) *PRIOR* to submission to NCTS.

12. Store Front Manager/CiO: Each organization has an assigned Store Front Manager/CiO that is familiar with the current topology of the organization's network and resources as well as department assets. The Store Front Manager/CiO must validate the request *PRIOR* to submission to NCTS.

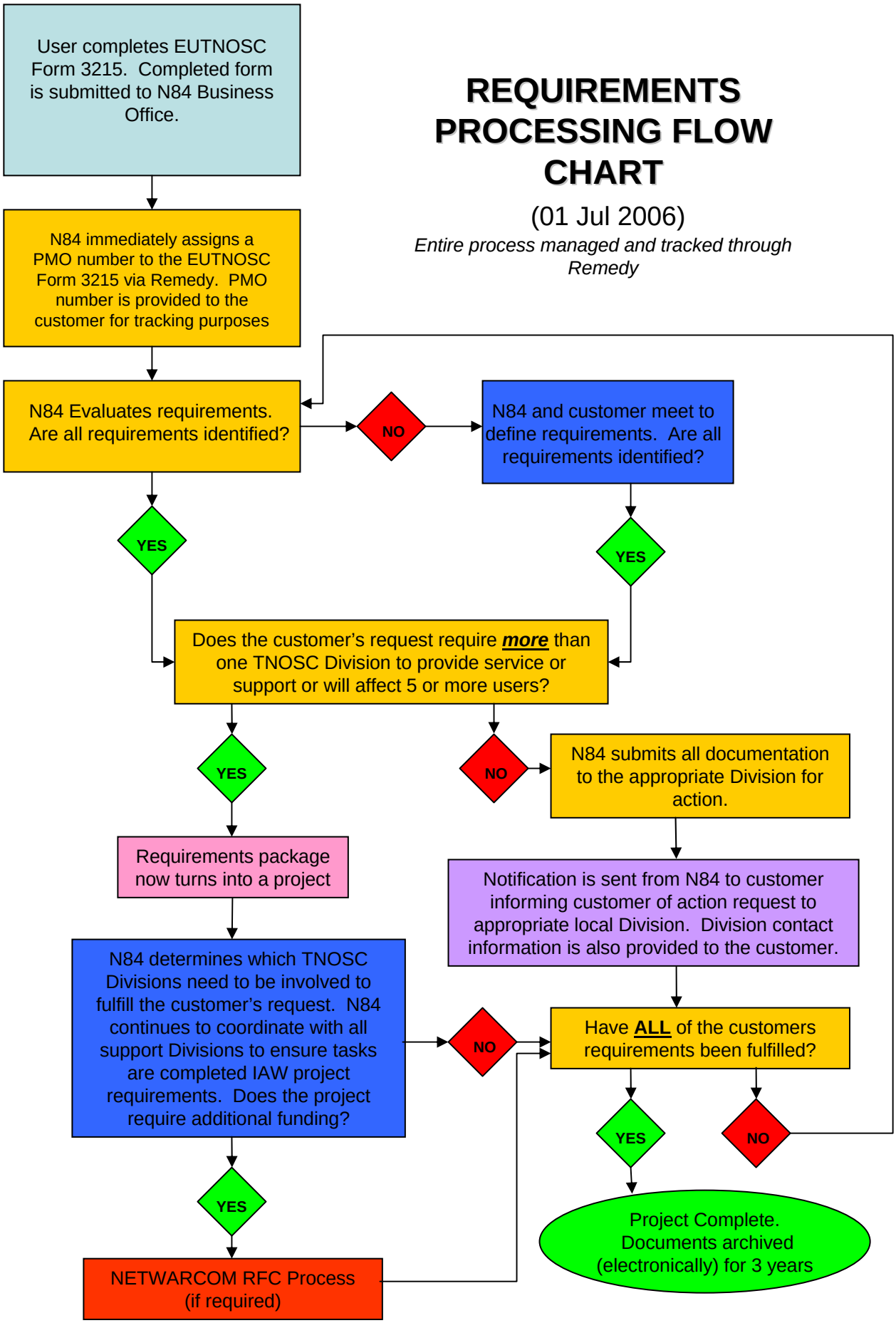
13. NCTS PMO Representative: The PMO representative that is assigned this requirements package will endorse this field upon completion of project analysis and/or technical solution completion.

14. NCTS PMO Officer: This section is available if it is necessary to forward the form to the NCTS PMO Officer for review or action according to upper echelon guidance.

REQUIREMENTS PROCESSING FLOW CHART

(01 Jul 2006)

Entire process managed and tracked through Remedy



NETWARCOM RFC Process